

WHITE HOUSE  
FAITH-BASED  
AND  
COMMUNITY  
INITIATIVES

COMPASSION  
IN ACTION

ROUNDTABLE

*Serving Those  
Who Have Served:*

*The Vital Role of  
Faith-Based and  
Community Organizations*



July 22, 2008



## INTRODUCTION

In January 2007, the White House Office of Faith-Based and Community Initiatives (OFBCI) launched a series of monthly Compassion in Action Roundtable meetings to highlight organizations, programs and policies addressing critical social needs. The roundtables convene and facilitate discussion between policymakers, government officials, philanthropists, and faith-based and community service providers around targeted issues.

The events reveal the President's Initiative as a broad-based, community-centered reform agenda, showcase innovative projects and promising practices, and draw attention to government efforts to expand and support the work of faith-based and community organizations actively engaged in serving their neighbors and communities.

Today's event highlights the vital role of faith-based and community organizations in serving those who have served. There are approximately 23 million U.S. military veterans in the United States. Approximately 799,000 are former active duty, National Guard and Reserve veterans returning from the wars in Afghanistan and Iraq. These Operation Enduring Freedom and Operation Iraqi Freedom (OEF /OIF) veterans and their families are in need of assistance to make the transition from the military and return to civilian life. The Department of Veterans Affairs (VA) will treat about 333,000 OEF/OIF veterans in 2009, a 14 percent increase over the estimated 2008 figure. VA also provides services and programs to the millions of veterans who have served in the military since WWI.

President Bush's Faith-Based and Community Initiative flows from the conviction that the most effective way to address our communities' great needs is to draw upon the unique strengths of every willing community and faith-based partner. There are a wide range of issues and needs related to assisting and serving our returning veterans, especially those who are hospitalized, disabled and homeless. Joining with the VA at the vanguard of efforts to address these needs are veterans' service organizations, community nonprofits, faith-based groups and other dedicated community organizations. They are a vital partner with government to enhance service and provide significant resources to veterans and their families.



# SERVING THOSE WHO HAVE SERVED: THE VITAL ROLE OF FAITH-BASED AND COMMUNITY ORGANIZATIONS

July 22, 2008      10:30 am – 12:45pm

**10:30 am      Welcome and Introduction**

Jay F. Hein, Deputy Assistant to the President and Director,  
*White House Office of Faith-Based and Community Initiatives*

**10:40 am      Keynote Remarks**

James B. Peake, M.D., *Secretary of Veterans Affairs*

**10:55 am      Veterans' Needs and Solutions**

Moderator: Chaplain A. Keith Ethridge, Acting Director, National Chaplain Center,  
*U.S. Department of Veterans Affairs*

Panelist: Laura Balun, Director, Voluntary Service Office, *U.S. Department of Veterans Affairs*

Panelist: Craig Dykstra, Senior Vice President of Religion, *Lilly Endowment*

Panelist: Katherine Dunlap, Coordinator, *McGuire Outreach Ministry*

**11:35 am      Snapshot of Success**

Mark Johnston, Deputy Assistant Secretary for Special Needs Programs, Office of  
Community Planning and Development, *U.S. Department of Housing and Urban Development*

John McWilliam, Deputy Assistant Secretary for Veterans' Employment and Training,  
*U.S. Department of Labor*

Milton Brown, Service Recipient, *Maryland Center for Veterans Education and Training*

**11:50 am      Services and Partnership Successes**

Moderator: Pete Dougherty, Acting Assistant Deputy Secretary for Intergovernmental  
Affairs, *U.S. Department of Veterans Affairs*

Panelist: Reverend Michael M. Boland, Administrator, President and CEO,  
*Catholic Charities, Catholic Charities of the Archdiocese of Chicago*

Panelist: Anne Rea, Chief of Operations for Adult Services, *Way Station*

Panelist: Ruth Fanning, Director, Vocational Rehabilitation and Employment Service,  
*U.S. Department of Veterans Affairs*

Panelist: Jim Gibbons, President and CEO, *Goodwill Industries International*

**12:40 pm      Call to Action**

Mike Vogel, Chairman, *2008 National Salute to Hospitalized Veterans*

*Please join us for a reception in the Indian Treaty Room immediately following the program.  
Special performance by the Maryland Center for Veterans Education and Training Choir*



## FBCI SNAPSHOTS: FEATURED PRIVATE EFFORTS IN FINANCIAL LITERACY

### **Catholic Charities, Catholic Charities of the Archdiocese of Chicago**

Catholic Charities of the Archdiocese of Chicago, an accredited social service agency, has served veterans and their families since our founding in 1917. With more than 160 programs across Cook and Lake counties in the Chicago area, we help people of all races and religions move toward empowerment and self-sufficiency. Last year we touched the lives of more than 1.1 million parents, children, seniors and individuals, helping them through some of the most difficult times in their lives.

We were uniquely qualified in 2002 to partner with the U.S. Department of Veterans Affairs in an historic collaboration to provide veterans living in poverty, addiction and homelessness with places to live, to learn and to heal. The St. Leo Campus for Veterans opened in January 2007 on Chicago's South Side. The St. Leo Campus is comprised of Catholic Charities' St. Leo Residence, the Auburn Gresham Community-Based Outpatient Clinic & Resource Center, the St. Leo Veterans Garden, and the Pope John II Residence, which provides apartment housing for persons who have physical disabilities.

Visit [www.catholiccharities.net](http://www.catholiccharities.net) or [www.stleoveterans.com](http://www.stleoveterans.com) for more information.

### **Goodwill Industries International**

Goodwill Industries International is a network of 184 community-based, independent member organizations worldwide. Each organization serves people who have disabilities or disadvantages by providing education and career services, as well as job placement opportunities and post-employment support. Through its services, the network helps people overcome barriers to employment and become independent, tax-paying members of their communities. In 2007, more than 1 million people benefited from Goodwill's career

services. Goodwill Industries International reported \$3.2 billion in revenues, and channels 84 percent of its revenues directly into its programs and services.

### **Lilly Endowment**

One of the largest in the country, Lilly Endowment Inc. is an Indianapolis-based, private philanthropic foundation created in 1937 by three members of the Lilly family to support the causes of education, community development and religion. While its grantmaking is primarily focused on its hometown, Indianapolis, and home state, Indiana, the Endowment also supports efforts of national significance, especially in the field of religion.

### **Maryland Center for Veterans Education and Training**

The Maryland Center for Veterans Education and Training (MCVET) provides homeless veterans and other veterans in need with comprehensive services that will enable them to rejoin their communities as productive citizens. This organization receives funding from several Federal agencies including VA, DOL, and HUD. MCVET is serving more than 250 veterans daily, through five distinct programs. As the veterans enrolled at MCVET travel through this continuum, they receive an array of services that support their primary goal of empowering them to return to the families and communities. Their Executive Director is Colonel Charles Williams.

### **McGuire Outreach Ministry**

McGuire Outreach Ministry's mission is to provide respite activities and support services for the patients and their families undergoing treatment at the Polytrauma Center at Hunter Holmes McGuire VA Medical Center, Richmond, Virginia. Founded in August 2005, MOM was conceived as an outreach ministry and collaborative effort between St. John's Episcopal Church,

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the Richmond Chapter of The American Red Cross, and McGuire VA Medical Center in order to increase and improve services for the patients, and particularly the family members at their bedside on the Polytrauma Unit at the hospital. Since that time, MOM has grown into a cooperative outreach ministry supported by volunteers and funding from three other Episcopal parishes in Richmond, including St. Mark's, St. James's, and St. Stephen's, as well as the Episcopal Diocese of Virginia through their Mustard Seed Grant program.

Our ministry activities include corporate prayers for the patients, their families, and staff on the Polytrauma Unit, for the safe return of all men and women serving in the Armed Forces, and for peace throughout the world. Additional outreach includes engaging parishioners as volunteers to share their time, talent, and financial resources in support; maintaining the McGuire Outreach Fund for patient and family needs that cannot be met by ARC, VA or other support agencies; hosting bi-weekly respite activities on the Polytrauma Unit; inviting family members and patients to participate in activities outside the hospital; and networking with other congregations to serve with compassion in this ministry to which we are called.

### **Way Station, Inc.**

Way Station is a 30-year old nonprofit mental health organization that provides comprehensive community-based services to veterans and low-income individuals

with serious mental illnesses. With locations in four Maryland counties and Baltimore City, Way Station's general service programs include: supported employment, supportive housing, outpatient treatment, psychosocial rehabilitation, mobile crisis, and mobile treatment. Programs designed especially for veterans include: two statewide employment support services projects funded by U.S. Department of Labor (DOL), and a 16-bed transitional housing program funded through the VA Homeless Providers Grant and Per Diem Program.

Way Station is nationally accredited by the Commission on Accreditation for Rehabilitation Facilities (CARF) and licensed by Maryland Department of Health and Mental Hygiene as well as several other state agencies. On a national level, Way Station was one of three nonprofits in the country selected by DOL to administer a multi-year national demonstration project piloting innovative strategies in Supported Employment and Customized Employment. Way Station's National Education Center has provided technical assistance to over 2,000 agencies and individuals; fieldwork education to 700 advanced-degree mental health professionals through affiliations with 80 colleges and universities; and consultation to over 200 government and private healthcare agencies from 20 states and 8 countries, including a major partnership with the George Washington University Center for Health Services Research and Policy.



## STATE AND LOCAL EFFORTS IN FINANCIAL LITERACY

### U.S. Department of Agriculture

The U.S. Department of Agriculture (USDA) recognizes the important role that faith-based and community organizations play in helping us to better serve populations in need. Through our partnership and grant opportunities, USDA welcomes faith-based and community groups as important partners in our domestic food and nutrition, international food aid, and rural development programs.

USDA Food and Nutrition Service (FNS) depends upon its partnership with faith-based and community organizations to deliver and promote its food and nutrition programs to underserved populations including veterans, elderly, and homeless individuals.

The Food Stamp Program is the cornerstone of federal nutrition assistance programs administered by FNS and provides crucial support to more than 26 million people.

For more information on the Food Stamp Program, visit [www.fns.usda.gov/fsp](http://www.fns.usda.gov/fsp).

### U.S. Department of Health and Human Services

The U.S. Department of Health and Human Services (HHS) is the United States government's principal agency for protecting the health of all Americans and providing essential human services, especially for those who are least able to help themselves. Each year, HHS administers more grant dollars than all other Federal agencies combined—distributing 60 percent of all Federal dollars awarded. With programs covering a wide spectrum of activities, there are many opportunities for FBCOs to partner with HHS.

#### The Substance Abuse and Mental Health Services Administration (SAMHSA)

SAMHSA is dedicated to focusing its attention, programs, and funding on improving the lives of people with or at risk for mental and substance abuse disorders. In collaboration with the States, national and

local community-based and faith-based organizations, and public and private sector providers, SAMHSA works to ensure that people with or at risk for a mental or addictive disorder have the opportunity for a fulfilling life that includes a job, a home, and meaningful relationships with family and friends.

#### *Resources for Returning Veterans and Their Families*

SAMHSA has established a website offering resources for military families coping with trauma, mental health service locators, and relevant statistics.

#### The National Institute of Health (NIH)

The NIH, within HHS, is the steward of medical and behavioral research for the Nation. Its mission is science in pursuit of fundamental knowledge about the nature and behavior of living systems and the application of that knowledge to extend healthy life and reduce the burdens of illness and disability.

#### *Post-Traumatic Stress Disorder*

The NIH has established a website with information on post-traumatic stress disorder, including signs and symptoms, treatment options, and locating services, as well as research and publications.

#### *Veterans and Military Health*

Medline Plus, a service of the NIH, provides resources on the health issues veterans and military members are facing. This includes information on specific conditions, rehabilitation and recovery, and treatment options.

For more information on HHS, visit [www.hhs.gov/fbci](http://www.hhs.gov/fbci).

### U.S. Department of Housing and Urban Development

The U.S. Department of Housing and Urban Development (HUD) is the nation's housing agency committed to increasing homeownership, supporting community development, creating affordable housing opportunities, and enforcing the nation's fair housing laws.

HUD is committed to resolving the issues of homelessness for all Americans, including active duty military, veterans, and their families. The HUD Veterans Resource Center (HUDVET) was created from a partnership between National Veteran Service Organization and HUD. This resource is a directory designed to increase knowledge of and participation in a wide variety of HUD homeless assistance programs and services for veterans and other individuals who are homeless or at risk of becoming homeless. The HUD-VET webpage also provides information on other HUD and related Federal programs, such as those to combat domestic violence, enhance community and economic development, and increase affordable housing for Americans with disabilities. The resource center is available at <http://www.hud.gov/offices/cpd/about/budvet/index.cfm>.

#### *HUD-Veterans Affairs Supportive Housing (HUD-VASH)*

The HUD-VASH voucher program combines rental assistance for homeless veterans with case management and clinical services provided by the VA and its medical centers. The VA has identified 132 VA Medical Centers that will participate in the program, with at least one site in all 50 states, Puerto Rico, and the District of Colombia. In May 2008, HUD awarded funding for approximately 10,000 HUD-VASH vouchers.

#### *Continuum of Care*

The Continuum of Care (CoC) is HUD's comprehensive approach to bringing individuals and families, including veterans, from homelessness to independence and self-sufficiency. Because homeless people have varying needs, the CoC provides a "continuum" of services to help individuals move from emergency shelter to transitional housing and then to permanent housing. CoC is funded through three competitive programs: the Supportive Housing Program, Section 8 Moderate Rehabilitation Program for Single Room Occupancy Dwellings for Homeless Individuals, and Shelter Plus Care.

#### *Special Initiatives*

HUD also uses funding to build veterans services within communities. For instance, the Department issued a letter to public housing agencies nationwide encouraging them to make veterans and their families a priority when issuing housing vouchers. Moreover, HUD recently encouraged all States and the over 1,000 communities which receive over \$6 billion in formula grant funding to pay special attention to the housing and service needs of returning veterans and their families.

Finally, in collaboration with the Internal Revenue Service, HUDVET demonstrated the feasibility of providing tax-filing assistance to the many employed, yet homeless, veterans. This initiative produced positive results in January 2008 at the WinterHaven Stand-Down in Washington, DC.

For more information on these programs please visit [www.hud.gov/offices/fbci](http://www.hud.gov/offices/fbci).

## **U.S. Department of Labor**

#### *Homeless Veterans' Reintegration Program.*

The successful Homeless Veterans' Reintegration Program (HVRP) grants are part of the U.S. Department of Labor's (DOL) aggressive work to ensure that veterans receive the training and services necessary to succeed in the workforce. As part of the Veterans' Employment and Training Services (VETS), HVRP is designed to reintegrate homeless veterans into meaningful employment and to stimulate effective service delivery systems that address the complex challenges facing homeless veterans. Each HVRP grant site provides an array of employment-focused services and refers program participants to additional supportive services for housing, substance abuse treatment, transportation assistance, clothing, and more. The central focus of moving homeless veterans into employment is strengthened through active partnerships with various veterans' service programs, organizations, and agen-

cies. Grant sites also participate in national “Stand Down” events funded by VETS to help homeless veterans meet immediate needs and begin transitioning into mainstream society. Since 2002, HVRP grant sites have enrolled more than 80,850 homeless veterans in services, placed 48,400 in transitional or permanent housing, and helped 52,460 find jobs. Various public and private organizations, including faith-based and community organizations, are eligible to apply for HVRP grants.

For more information visit [www.dol.gov/cfbci](http://www.dol.gov/cfbci).

## U.S. Department of Veterans Affairs

### *FBCI=VetSuccess Program*

VA's Vocational Rehabilitation and Employment Service (VR&E) is partnering with FBCOs to provide service-connected disabled veterans opportunities to seek employment, career advancement, job mobility, family economic well-being, and greater financial security. Through the FBCI=VetSuccess pilot, VR&E provides opportunities for employment and supportive services to veterans with service-connected disabilities. The goal of the VR&E program is to implement a national partnership with FBCOs to demonstrate the effectiveness of the government and FBCOs cooperating to deliver employment opportunities and supportive services to service-connected disabled veterans. This partnership has yielded four Federal partnerships with 150 new FBCOs that provide needed service to veterans.

As a result of these partnerships, the number of veterans with service-connected disabilities entering suitable employment has increased significantly—from 362 in FY 2005 to 673 in FY 2007. FBCOs can participate by providing unemployed or under-employed disabled veterans within their community with literature and contact information regarding the FBCI=VetSuccess pilot program. Additionally, FBCOs are invited to contact the VR&E to discuss opportunities for similar partnerships.

For more information visit [www1.va.gov/fbci/docs/FBCIVETSUCCESS.pdf](http://www1.va.gov/fbci/docs/FBCIVETSUCCESS.pdf)

### *Veterans Affairs Voluntary Service*

The Department of Veterans Affairs Voluntary Service (VAVS) has provided over 61 years of service to America's veterans. The largest Federal volunteer program, VAVS volunteers have donated 689.3 million hours of service since 1946, and more than 350 national and community organizations support VAVS. VAVS is led by a National Advisory Committee composed of 65 major veteran, civic and service organizations and reporting to the Under Secretary for Health.

As VA has expanded its care of veteran patients into the community, additional volunteers have become involved, augmenting staff in hospital wards, nursing homes, community-based volunteer programs, end-of-life care programs, and veterans outreach centers. During FY 2007, 85,428 active VAVS volunteers contributed a total of 11,633,454 volunteer hours, which is equal to 5,574 full time employee equivalent (FTEE) positions, and a monetary worth of \$218 million. In addition, VAVS volunteers and their organizations annually contribute an estimated \$59 million in gifts and donations. Monetary estimates aside, it is impossible to calculate the amount of caring and sharing that these VAVS volunteers provide to veteran patients. VAVS volunteers are a priceless asset to the Nation's veterans and to the Department of Veterans Affairs.

For more information, visit [www.volunteer.va.gov](http://www.volunteer.va.gov)

### *National Cemetery Administration Volunteer Program*

The National Cemetery Administration (NCA) currently maintains more than 2.8 million gravesites at 125 VA national cemeteries in 39 states and Puerto Rico, as well as in 33 soldiers' lots and monument sites. With the help of dedicated volunteers, NCA serves veterans and their families with the utmost dignity, respect, and compassion.

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NCA volunteers serve veterans, families, and cemetery visitors in many roles, providing information about the nation's history and veterans' sacrifices; serving on a cemetery support committee; providing administrative support; helping with honors and details for veteran funerals, and assisting with ceremonies for events commemorating Memorial Day and Veterans Day, and maintaining upkeep of grounds and monuments.

Volunteers help NCA meet the mission of providing burial space for veterans and maintaining America's cemeteries as national shrines, ensuring that every national cemetery is a place that inspires visitors to understand and appreciate the service and sacrifice of our Nation's veterans.

For more information, visit [www.cem.va.gov/cem/wn/VolunteerNCA.asp](http://www.cem.va.gov/cem/wn/VolunteerNCA.asp)

#### *Homeless Veterans Program*

The primary goal of the homeless veterans program is to return homeless veterans to self sufficiency and stable living that provides as much independence as possible. VA's Programs work with other federal agencies, state and local governments, veterans service organizations, and with community and faith-based organizations.

The success of the VA's efforts in reducing homelessness can be measured by the 2007 point in time estimate of the number of homeless veterans conducted through the Community Homelessness Assessment, Local Education and Networking Groups (CHALLENGE) for Veterans. This report estimates that on any given night 154,000 veterans are homeless. This figure represents a near 40 percent reduction from estimates of 250,000 in 2001.

A comprehensive approach to the delivery of services by Veterans Health Administration (VHA) has resulted in over 75,000 provided specialized services in 2007. Reductions in veteran homelessness are due in part to the effectiveness of VAs and other commu-

nity programs that serve homeless veterans reaching more veterans than ever before. VA's Grant & Per Diem (GPD) program, which began in the mid-1990s, has over 9,400 operational beds today, and has provided 15,000 veterans with homeless residential services and over 5000 veterans with specialized VA homeless domiciliary residential care programs. These programs have demonstrated remarkable success at placing and keeping veterans in community housing.

In FY 2007, the Veterans Benefits Administration (VBA) assisted 28,962 homeless veterans in outreach and nearly 4,000 had their claims expedited by staff members. From FY 2003 through FY 2007, VBA received 21,366 claims for compensation and pension from homeless veterans. Of those claims, 59 percent were for compensation and 41 percent were for pension. Of the compensation claims processed, 42.04 percent were granted, with an average disability rating of 44.85 percent, and 15.24 percent of claimants were rated at 100 percent disabled.

VA's new joint initiative with HUD under the Housing Choice Voucher Program allowed HUD to provide an estimated 10,000 HUD Section 8 rental assistance awards for homeless veterans with case management and clinical services provided by 290 dedicated VA case managers in the community. This effort connects housing with 132 medical centers where homeless veterans will receive health care services. The HUD-VASH permanent housing initiative offers significant new capacity and VA will specifically targets OEF/OIF veterans, including those with families among those to be served.

For more information, visit [www1.va.gov/homeless/page.cfm?pg=3](http://www1.va.gov/homeless/page.cfm?pg=3)

#### *VA's Homeless Provider Grant & Per Diem Program*

VA's Homeless Providers Grant and Per Diem Program are offered annually (as funding permits) by the Department of Veterans Affairs Health Care

## FEDERAL EFFORTS IN FINANCIAL LITERACY

for Homeless Veterans (HCHV) Programs to fund community agencies providing services to homeless veterans. The purpose is to promote the development and provision of supportive housing and/or supportive services with the goal of helping homeless veterans achieve residential stability, increase their skill levels and/or income, and obtain greater self-determination.

Only programs with supportive housing (up to 24 months) or service centers (offering services such as case management, education, crisis intervention, counseling, etc.) are eligible for these funds. The program has two levels of funding: the Grant Component and the Per Diem Component.

VA has greatly expanded its networks of FBCO partners providing services to homeless veterans. The GPD program is a direct grant, designed to fund up to 65 percent of projects, primarily for the construction, acquisition, or renovation of facilities serving homeless veterans. From 2002 to 2007, the number of FBCOs funded through GDP rose from 176 to 506—a 287 percent increase.

For more information, visit [www1.va.gov/homeless/page.cfm?pg=3](http://www1.va.gov/homeless/page.cfm?pg=3)

### *VA's Homeless Provider Grant & Per Diem Program*

VA's Homeless Providers Grant and Per Diem Program are offered annually (as funding permits) by the Department of Veterans Affairs Health Care for Homeless Veterans (HCHV) Programs to fund community agencies providing services to homeless veterans. The purpose is to promote the development and provision of supportive housing and/or supportive services with the goal of helping homeless veterans achieve residential stability, increase their skill levels and/or income, and obtain greater self-determination.

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### *Loan Guarantee Program for Transitional Housing*

The US Department of Veterans Affairs has a pilot loan guarantee program for transitional multifamily housing. During the pilot phase VA can guarantee up to 15 low-interest rate loans with an aggregate dollar amount of \$100 million. Loans would be originated by the Federal Financing Bank (FFB), an arm of the U.S. Department of the Treasury. VA will offer a 100 percent loan guarantee on program funds.

The program objectives are to: Increase the number of community beds for homeless veterans nationally by at least 5,000; Help homeless veterans transition to permanent housing through supportive services, counseling, and requiring that residents take personal responsibility to remain sober, employed, and to pay monthly rent; Promote the development and operation of supportive multifamily transitional housing for homeless veterans in geographic areas of greatest need; Determine whether a federal loan guarantee program is an effective tool for facilitating the development of transitional supportive housing for homeless veterans. VA anticipates that multifamily housing financed under this program will be at least 100 units.

For more information, visit [www1.va.gov/homeless/page.cfm?pg=8](http://www1.va.gov/homeless/page.cfm?pg=8)



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#### *Loan Guaranty Service Sales to Homeless Provider Program*

The Department of Veterans Affairs, Loan Guaranty Service Acquired Property Sales to Homeless Providers program is designed to make available single-family homes at a discount off of the list price for the purpose of establishing homeless shelters for primarily homeless veterans. These properties may be purchased for up to 50% off the list price. Non-profit organizations including faith-based non-profit may be eligible to purchase Department of Veterans Affairs (VA) acquired properties at a discount. The non-profit must agree to use the property as a shelter for homeless veterans and their families for not less than 3 years. From 2004 to March 2008, an estimated 200 properties had been sold to non-profits.

VA markets these properties at fair market value through a property management contractor. Eligible non-profits may purchase these properties at discounts only after the properties have been listed for sale. The percentage of discount will vary based on how long the property has been listed. The objective goal of this pilot is to provide more housing for homeless veterans by increasing the discounted sales to grassroots non-profit organizations. In order for Faith-Based and Community Organizations (FBCOs) to purchase discounted properties and establish homeless shelters primarily for homeless veterans, FBCOs must apply to VA for approval to participate in the program before submitting offers on the properties.

For more information, visit [www1.va.gov/fbci/docs/HomelessLoanFactSheet.pdf](http://www1.va.gov/fbci/docs/HomelessLoanFactSheet.pdf)

#### *National Chaplain Center*

The National Chaplain Center (NCC) is the national program office within the Office of Patient Care Ser-

vices for the Department of Veterans Affairs Chaplain Service. The Center is located on the grounds of the VA Medical Center in Hampton, Virginia. As the national program office the Chaplain Center staff is responsible for policy development, implementation, and consultation regarding Spiritual and Pastoral Care for veteran patients and their families throughout the Veterans Health Administration. The NCC provides guidance for over 900 Chaplains working as members of the interdisciplinary healthcare teams in 153 VA Medical Centers, 135 Extended Care Units, 47 Domicillaries, and 895 Outpatient Clinics. The NCC coordinates clinical training for chaplain students in 30 Clinical Pastoral Education programs, promoting excellence in pastoral care and counseling.

For more information, visit [www1.va.gov/chaplain](http://www1.va.gov/chaplain).

#### *Chaplain Service Veterans Community Outreach Initiative*

VA liaisons work to engage FBCOs around the country in ways that will complement VA services for OEF/OIF veterans. Under the VA Chaplain Service, local VA chaplains conduct half-day training events throughout the country to provide education and resources for clergy members on physical, mental, and spiritual health issues experienced by some returning warriors and their families. In FY 2007, VA chaplains conducted 21 training events attended by 1,330 participants. In addition, Chaplain Open Houses provide FBCOs with information about VA's programs for returning veterans and how they can participate in them. VA has hosted Open Houses across the country reaching nearly 700 participants.

For more information, visit [www1.va.gov/chaplain](http://www1.va.gov/chaplain).

## BIOGRAPHIES

## COMPASSION IN ACTION ROUNDTABLE

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### ■ LAURA BALUN

*Director, Voluntary Service Office  
U.S. Department of Veterans Affairs*

Laura Balun was appointed Director, Voluntary Service Office in June 2005. As Director, Ms. Balun manages one of the largest centralized volunteer program in the Federal Government. The VA Voluntary Service program is represented in all of the VA medical centers and involves the participation of approximately 100,000 volunteers and more than 350 groups and organizations nationwide. The participants of the program provide approximately 12 million hours of service and an estimated \$59 million in gifts and donations annually in support of veterans under the care of the VA.

Ms. Balun's office also serves as the principal liaison between the Veterans Service Organizations and the Veterans Health Administration and reports directly to the Under Secretary for Health. Prior to assuming her position in VA Central Office, she was the Chief, Voluntary Service at the Washington, DC VA Medical Center.

A native of Front Royal, Virginia, Ms. Balun began her VA career in 1981 as a recreation therapist at North Chicago, Illinois and Hampton, Virginia before receiving Voluntary Service training in Palo Alto, California and was then assigned to Grand Junction, Colorado as Chief, Voluntary Service and Public Affairs.

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### ■ FATHER MICHAEL BOLAND

*President and CEO  
Catholic Charities of the Archdiocese of Chicago*

As the Administrator, President and Chief Executive Officer of Catholic Charities of the Archdiocese of Chicago since 1997, Rev. Michael M. Boland oversees

the works of one of the largest private, not-for-profit social service agencies in the United States, serving Cook and Lake Counties in Illinois.

Nationally, Father Boland has served on committees of Catholic Charities USA since 1994, becoming a member of the CCUSA Board of Trustees in 2005, and Chair of Social Policy in 2007. He was appointed a member of the White House Faith-Based and Community Initiatives in 2001. Internationally, Father Boland has served as a member of the Board of Directors of CARITAS, the charitable and social service counterpart of Catholic Charities in the Archdiocese of Mexico City since 1999.

Among his many responsibilities as President of the Board of Directors of Catholic Charities of the Archdiocese of Chicago, Father chairs the agency's Department of Social Services; as well as the Housing Development Corporation, which includes 22 corporations that provide low-income housing for nearly 2,000 seniors. He is also Chairman of Catholic Charities' Shelters for the Homeless; Cooke's Manor/Hines, a recovery home for veterans; and the St. Leo Residence for Veterans in Chicago. He is President of Misericordia Homes, Chicago; Catholic Home Care of Chicago; Holy Family Villa Nursing Home, Palos Park; and Alvernia Manor, Lemont.

Born in 1956 in Chicago, Father Boland was ordained a priest of the Archdiocese of Chicago in 1986. He holds a master's degree in social work from Loyola University, Chicago; a master of divinity degree with a theology concentration, and a bachelor of science degree in Sacred Theology from The University of St. Mary of the Lake, Mundelein, Ill.; and a bachelor's degree in business administration from Saint Xavier University, Chicago.

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## ■ MILTON BROWN

*Service Recipient*

*Maryland Center for Veterans Education and Training*

Milton Brown is a student at the Maryland Center for Veterans Education and Training, Inc. Originally from Lagrange, Georgia, Milton came to MCVET on January 24, 2008. Mr. Brown served in the US Army from November 1982 to November 1984, receiving an honorable discharge. Milton started using drugs and alcohol at the age of 13, and continued to use drugs and alcohol daily while in the military and college, including LSD and amphetamines.

After completing college with a bachelor's degree in computer science, Milton worked in computer services for ten years, while continuing to drink and use drugs. Battling depression and drug use, Milton finally lost his job and eventually his home. With his depression worsening, he lived in shelters and the woods of North Carolina for the next 8 years until a case manager of a North Carolina homeless shelter introduced Milton about MCVET. The case manager is a graduate of the MCVET program.

Since entering the MCVET program Milton has been drug-free. He was assigned to a case manager and receives after-care and health care at the local Veterans Affairs hospital in Baltimore. He is seen by a Veterans Affairs psychologist at MCVET for his emotional health. Through a partnership with the Maryland Society of Sight, Milton recently received an eye exam and free eye glasses. He plans to return to school for Computer A+ recertification.

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## ■ PETER DOUGHERTY

*Deputy Assistant Secretary, Office of Public and Intergovernmental Affairs*

*U.S. Department of Veterans Affairs*

In 1994, Pete began working for the U.S. Department of Veterans Affairs (VA) and was appointed in 2008 as Acting Deputy Assistant Secretary for Intergovernmental Affairs. In addition to serving on numerous committees and boards within VA, Pete served as VA's Point of Contact for Faith-Based and Community Initiatives from 2001-2004 and served as a Member and Chair of VA's Mental Health Task Force.

Pete's numerous awards include: VA's "Meritorious Service Award" presented by Secretary of Veterans Affairs in January 2001. In May 2005 he received the highest award given by the National Coalition for Homeless Veterans "the Jerry Washington Memorial Founders Award." He was awarded the "Distinguished Alumnus Award" and the "Tower Award" from Davis and Elkins College. In April 2007, Pete was given the "Distinguished Citizen of the Year" award by the Shenandoah Council of the Boys Scouts of America.

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## ■ KATHERINE DUNLAP

*Outreach Ministry Leader*

*St. John's Episcopal Church*

Katherine Dunlap is a member of St. John's Episcopal Church, Richmond, Virginia and has served as McGuire Outreach Ministry's lead initiator and coordinator since its inception in 2005. A graduate of Virginia Commonwealth University's School of Social Work, Mrs. Dunlap has worked both professionally and as a volunteer in planning, development, and management of social outreach ministries in public nonprofit agencies, and as a member of the Episcopal Church (Diocese of Virginia) for over twenty years. In addition to her work with MOM, she presently serves on the Advisory Board of ACTS (Area Congregations Together in Service) and as a lay delegate of the Annual Council of The Episcopal Diocese of Virginia.



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■ **CRAIG DYKSTRA**

*Senior Vice President*

*Religion at Lilly Endowment*

Dr. Craig Dykstra is Senior Vice President for Religion at Lilly Endowment, where he has served since 1989. Dykstra oversees the Endowment's program in religion. He also leads the Lilly Endowment's Initiative to Support Indiana Combat Service Members and Their Families, established September 2007. This initiative laid a foundation for collaboration among four institutions, the Indiana National Guard Relief Fund, Roudebush VA Medical Center in Indianapolis, Crane Technology, Inc., and Purdue University's Military Family Research Institute, with the purpose of creating a statewide network of strengthened care and support for service members and their families.

Dykstra previously served as a professor at Princeton Theological Seminary and Louisville Presbyterian Theological Seminary as editor of the journal, *Theology Today*, and as a minister at the Westminster Church of Detroit. He is author and editor of several books and numerous published essays and articles. Dykstra is a graduate of Princeton Theological Seminary (M.Div. and Ph.D.) and the University of Michigan (B.A.), and an ordained minister in the Presbyterian Church (U.S.A.). His wife, Betsy Dykstra, is a teacher. They have two married sons and four grandchildren.

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■ **A. KEITH ETHRIDGE**

*Acting Director*

*National Chaplain Center*

Chaplain Ethridge joined the National Chaplain Center in 1992 where he served as the Chaplain Manager for the Western Region with additional responsibilities for developing Clinical Pastoral Education programs in the VHA. In January 1995, Chaplain Ethridge was selected to serve as the Associate Director for

Education, managing all of the Center's educational programming. In December 2004, the Acting Under Secretary for Health appointed him to the position of Deputy Director for the National Chaplain Center. On February 7, 2007, the Chief Patient Care Services Officer appointed Chaplain Ethridge as the Acting Director of the National Chaplain Center.

Chaplain Ethridge earned a Bachelor of Arts degree with a double major in Religion and Psychology from Mercer University in 1977. He completed the Master of Divinity Degree at the Southern Baptist Theological Seminary in 1982. Chaplain Ethridge is a former Navy Reserve Chaplain and is a certified ACPE CPE Supervisor.

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■ **RUTH A. FANNING**

*Director, Vocational Rehabilitation and Employment Service*

*U.S. Department of Veterans Affairs*

As Director of the Department of Veterans Affairs' Vocational Rehabilitation and Employment (VR&E) Service, Ms. Fanning is responsible for the oversight of comprehensive rehabilitation services provided nationally to veterans with service-connected disabilities. Program services include assistance that enables veterans to achieve maximum independence in daily living activities with an ultimate goal of each veteran obtaining and sustaining suitable employment. VR&E serves more than 90,000 disabled veterans annually, with approximately 65,000 veterans entering the program for the first time each year.

Prior to her appointment as the VR&E Service Director, Ms. Fanning worked in the Cleveland VA Regional Office as the Assistant Director and Acting Director. In those roles, she worked with Cleveland's management team to ensure quality and timely services to Ohio's 1.1 million veterans. Services provided included the adjudication of compensation claims for disabled vet-

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erans and Vocational Rehabilitation and Employment services. The office served as a Regional Loan Center, responsible to administer VAs home loan program and Specially Adaptive Housing grant program for a six state area. The Cleveland Regional Office also provided special missions through three special units: the Tiger Team, the Resource Center, and the Virtual Information Center. Ms. Fanning has an MA degree in Rehabilitation Counseling from the University of South Florida and is a certified Rehabilitation Counselor and Certified Vocational Evaluator with over 26 years of experience in the counseling and rehabilitation fields.

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## ■ JIM GIBBONS

*President and CEO*

*Goodwill Industries International*

Jim Gibbons is President and CEO of Goodwill Industries International, a network of independent, community-based agencies in the United States, Canada and 14 other countries. Before coming to Goodwill in April 2008, Gibbons served as president and CEO of National Industries for the Blind (NIB), a nonprofit organization that works in partnership with more than 88 associated agencies around the country to enhance economic opportunities and professional development for people who are blind.

An expert at social enterprise management, socioeconomic program strategy and leadership skills development, Gibbons is a veteran speaker, guest lecturer and information resource for educators, advocates and journalists. He has been featured in more than 100 national and regional media outlets including The New York Times, The Washington Post, The Chicago Tribune, CNN and ABC News.

Gibbons earned his bachelor of science degree in industrial engineering from Purdue University, and attended the Harvard Graduate School of Business Administration, where he was the first blind person to graduate with a master's in business administration. He has served on the Harvard Business School Alumni Association Board of Directors and Executive Committee; as a board member of the National Association for the Employment of People Who Are Blind (NAEPB); President of the World Blind Union (WBU) North American/Caribbean Region; member of the Executive Committee, WBU; Chairman of the Employment Committee, WBU; and is a member of the Young Presidents' Organization (YPO). Gibbons grew up in Indianapolis, IN, and now lives in Fairfax Station, VA, with his wife and three children.

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## MARK JOHNSTON

*Deputy Assistant Secretary, Special Needs*

*U.S. Department of Housing and Urban Development*

Mark Johnston serves as the Deputy Assistant Secretary for Special Needs at the U.S. Department of Housing and Urban Development (HUD). He is responsible for administering the Department's nearly \$2 billion in assistance for persons who are homeless and for those with HIV/AIDS, many of whom are veterans; he also oversees HUD's Veteran Resource Center. These funds are used to provide homeless prevention, emergency shelter, transitional housing, permanent housing and supportive services. Mr. Johnston is an ex-officio member of the Department of Veterans Affairs' advisory committee on homeless veterans. He has previously served in various capacities related to solving homelessness, including HUD's Director and Deputy Director of Homeless Programs, Senior Advisor on Homelessness, and the Deputy Director for the US Interagency Council on Homelessness.

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■ **JOHN MCWILLIAM**

*Deputy Assistant Secretary  
U.S. Department of Labor*

John McWilliam serves as Deputy Assistant Secretary, Veterans' Employment and Training Service, U.S. Department of Labor. Mr. McWilliam assists with the overall management of the agency and exercises executive direction of VETS operations and programs, including strategic policies and annual budgets. The mission of VETS is to provide Veterans with the resources and services to succeed in the 21st century work force by maximizing their employment opportunities, protecting their employment rights, and meeting labor-market demands with qualified Veterans.

John holds a Bachelor of Science degree from the U. S. Military Academy and a Master of Business Administration from Syracuse University. He served a 22 year career in the U.S. Army. Prior to joining the Department of Labor, he served with the U.S. Capitol Police, the U.S. Senate, and private consulting firms.

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■ **SECRETARY JAMES PEAKE**

*U.S. Department of Veterans Affairs*

James Peake, M.D., was nominated by President George W. Bush to be Secretary of Veterans Affairs on October 30, 2007, and was unanimously confirmed by the Senate on December 14, 2007. He was sworn into office on December 20, 2007.

Dr. Peake is the principal advocate for veterans in the U.S. government and directs the nation's second largest Cabinet Department, responsible for a nationwide system of health care services, benefits programs, and national cemeteries for America's veterans and dependents. VA employs more than 250,000 people at hundreds of medical centers, nursing homes, benefits offices, and national cemeteries throughout the country. VA's budget for fiscal year 2007 is \$77.3 billion.

A St. Louis, Mo., native, Peake received his Bachelor of Science degree from U.S. Military Academy at West Point in 1966 and was commissioned a second lieutenant in the U.S. Army Infantry. Following service in Vietnam with the 101st Airborne Division where he was awarded the Silver Star, a Bronze Star with "V" device and the Purple Heart with oak leaf cluster, Peake entered medical school at Cornell University in New York. He was awarded a medical doctorate in 1972.

Peake began his Army medical career as a general surgery resident at Brooke Army Medical Center, Fort Sam Houston, Texas. He retired from the Army in 2004, following service as a cardiac surgeon and commander in several medical posts culminating in his appointment as U.S. Army Surgeon General from 2000 to 2004. As Army Surgeon General, Peake commanded 50,000 medical personnel and 187 army medical facilities worldwide. Prior to that, he served as Commanding General of the U.S. Army Medical Department Center and School, the largest medical training facility in the world with more than 30,000 students annually.

After retiring as a Lieutenant General, Peake served as Executive Vice President and Chief Operating Officer of Project Hope, a non-profit international health foundation operating in more than 30 countries. Just prior to his nomination as Secretary of Veterans Affairs, Peake served as a member of the Board of Directors for QTC, one of the largest private providers of government-outsourced occupational health and disability examination services in the nation.

Dr. Peake is a Fellow of the American College of Surgeons, Society of Thoracic Surgeons, and the American College of Cardiology. He has been honored with the Order of Military Merit; the "A" Professional Designator; and the Medallion, Surgeon General of the United States.

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## ■ ANNE REA

*Chief of Operations*

*Adult Services of Way Station*

Anne Rea, Chief of Operations, Adult Services of Way Station in Frederick, Maryland, has over two decades of experience in providing support to individuals with disabilities seeking employment and in facilitating systems change to enhance employment outcomes. In her current position, Anne oversees a comprehensive spectrum of services for individuals throughout Maryland including adults with disabilities, homeless veterans and veterans experiencing barriers to successful employment.

Ms. Rea is a recognized leader in Maryland as an expert in Work Incentive and in Employment Services for people with disabilities. She is the Chair of both the Maryland Coalition for Work Incentive Improvements and the Past-Chair Community Behavioral Health Association Vocational Committee. Anne is also a member of the Maryland State Rehabilitation Council and is a founding board member of the National Association of Benefit and Work Incentive Specialists. Ms. Rea has served as adjunct faculty to the George Washington University Center for Health Policy Research on several initiatives including a Robert Wood Johnson- funded Work Incentive Project and a U.S. Administration of Aging study of state mental health services for the elderly.

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## ■ MIKE VOGEL

*Chairman*

*2008 National Salute to Hospitalized Veterans*

Popular young film and television actor Mike Vogel is chairman of the Department of Veterans Affairs 2008 National Salute to Hospitalized Veterans. He will lead VA's annual patient recognition program that invites the public to visit and honor veterans treated in VA hospitals and clinics during National Salute Week February 10-16, 2008. He will also serve as national spokesman for more than 100,000 volunteers of all ages serving veterans in VA facilities across the nation.

The youngest celebrity to lead the National Salute in many years, Vogel brings new, youthful energy to the program at a time when the number of young combat veterans under VA care is growing and VA is looking to younger generations of Americans to replenish an aging volunteer force.

Vogel was born in Abington, Pennsylvania in 1979 and began modeling for Levi-Strauss & Company shortly after high school. He began his acting career in 2001 on the Fox Network television series "Grounded for Life." He has appeared in a variety of movies since, including "The Sisterhood of the Traveling Pants," "Rumor has It," and "Poseidon," the 2006 remake of the "Poseidon Adventure."

Currently, Vogel has a starring role in the new film "Cloverfield," released in January 2008.

Vogel became personally involved in supporting veterans after his cousin's husband was killed during military duty in Iraq in 2007. Throughout National Salute Week, VA medical facilities will invite the public to visit hospitalized veterans, honor their service and consider the many volunteer opportunities VA offers citizens of all ages.